

CHAPTER OVERVIEW

This chapter covers information pertaining to the child abuse and neglect reports that are received at the county office.

2.1 Child Abuse/Neglect Reports Received at the County Level

Attachment A: Determining Appropriate CA/N Reports

2.1 Child Abuse/Neglect Reports Received at the County Level

The county office may accept hotline reports directly by phone calls or letter. When this occurs, staff shall interview the reporter and collect enough information to determine if the allegations should be categorized as the following:

- A report of child abuse or neglect;
- Mandated reporter referral;
- A physician/health care provider requests a "Newborn Crisis Assessment" (or a request to assess the safety of the home before the release of an infant from the hospital).

Related Subject: Chapter 5.4, of this section, Newborn Crisis Assessment.

- A non-caretaker referral; or
- A possible preventive services referral.

Staff should advise the reporter to contact CANHU to register the report.

NOTE: The ANME screen may be checked to determine if the call was received by CANHU. If an appropriate call was not made, the Children's Service Worker (CSW) should contact CANHU as soon as possible the same day of the report to register the report. This will eliminate the potential for duplicate reports.
--

TITLE: CHILD WELFARE MANUAL
SECTION 2: INTAKE
CHAPTER 2: CHILD ABUSE/NEGLECT REPORTS RECEIVED AT THE
COUNTY OFFICE
EFFECTIVE DATE: January 2004
PAGE: 2

If reporter refuses to call CANHU, county staff should collect all information regarding the alleged abuse/neglect, then call the Hotline Unit as soon as possible the same day of the report to register the report.

NOTE: The county office shall investigate the report received at the county office within the specified time frames. The County Office does **not** have to wait for CA/N Hotline Unit's contact back to the County Office before investigating the report.

NOTE: Mandated reporters are required by law to report all abuse or neglect to the CANHU regardless of whether the alleged perpetrator has care, custody or control. All report alleging abuse of a child under 18 years of age where there is no care, custody or control are classified as N-Referrals.

MEMORANDA HISTORY: CD04-01